

ARE YOU WATER SMART?

Tucson Water replaces approximately _____ meters per year with new automatic meter reading (AMR) technology.

- ☐ 6,000
- ☐ 12,000
- ☐ 22,000

We replace 22,000 manual-read residential and commercial meters per year with new AMR technology that transmits data to handheld or vehicle-mounted collection units.

Answer:

Customer Question

WATER
Etc.

What can I do if I suspect my water meter is failing or I have a meter question?

First, look at your month-by-month water usage on your utility statement. If you notice unusually low water usage, it could mean that your meter is failing.

(Note: If your water meter fails to report any water consumption, you may be responsible for paying the back billing.) Contact Tucson Water Customer Service about your meter:



- by phone Monday-Friday, 8 a.m. – 5 p.m.: local (520) 791-3242; or toll-free (800) 589-9449
- by email is TWwebacct1@tucsonaz.gov

A Tucson Water conservation expert, a Zanjero, may do an on-site visit to inspect your water meter.



OCTOBER 2014

WATER MATTERS

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Smart Meters Evolve

Find out about new water meter technology and what it means to customers.

(See Working with Water, pg. 4 & 5)



tucsonaz.gov/water

CITY OF TUCSON ENVIRONMENTAL SERVICES

Free "My-Waste" App Now Online

Go to **tucsonaz.gov/es/my-waste** to download "My-Waste", a new free online tool from Environmental Services for easy access on your laptop, tablet or computer.

With "My-Waste," residential customers can sign up to:

- Receive email reminders about holiday and other changes
- Receive email notices about Brush & Bulky collection dates
- Report a problem
- Request a special service
- Receive collection tips
- Access info about recycling and other waste diversion options

"My-Waste" works with PCs and Macs.



PIMA COUNTY WASTEWATER RECLAMATION

The Regional Wastewater Reclamation Department has upgraded its two largest water reclamation facilities. These facilities now produce **A⁺** quality reclaimed water.

The State of Arizona allows this water to be used for a number of purposes; to include:

- Filling of manmade lakes or ponds where fishing and boating are allowed



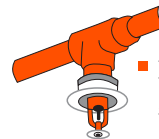
- Irrigation of food crops and residential and public landscaping (including school grounds)



- Toilet and urinal flushing



PIMA COUNTY
WASTEWATER RECLAMATION



- Fire protection systems

Your utilities services statement includes fees for your water, environmental services, and wastewater.

Environmental Services (ES) (520) 791-3171 or visit tucsonaz.gov/esd

Pima County Regional Wastewater Reclamation Department (PCRWRD) (520) 724-6500 or visit www.pima.gov/www

WORKING WITH WATER

As **Tucson Water's Customer Service Administrator, Chris Rodriguez** oversees the utility's bustling call center plus the team that reads, collects and services water meters. Accurate and timely water meter data is critical to delivering good customer service, operating efficiently, using resources well, and accounting for every drop of water. Chris offers her insight into Tucson Water's meter program and how it is evolving:

- **"Right now, there are approximately 230,000 water meters in our system and 28 meter readers.**

Cool fact: Tucson Water has had a staff of 28 meter readers since 1998 when there were 184,000 accounts. We've managed growth with increased efficiency, new technology and improved productivity."

- **"Tucson Water replaces about 22,000 residential and business water meters a year as they age out or malfunction.** We also have an internal team that zeroes in on accounts that show little or no water consumption over six months, a signal that a water meter may need repair or replacement."

- **"For more than a decade, Tucson Water has been replacing older manual-read meters with automated meters.** There are currently 95,000 Automatic Meter Reading (AMR) smart meters in the field. AMRs transmit water usage data via a low energy radio frequency signal to a handheld or vehicle mounted collection device."



- **What are the benefits of AMR meters?** "AMR meters are accurate, affordable and we can gather data more frequently than once a month. AMR technology means that our meter readers can work more safely – not on medians or near unleashed dogs. With AMR, meter readers are able to finish a route hours quicker, with time to do preventative maintenance work such as checking for leaks or replacing meters."

- **"We're conducting two pilot tests to explore the feasibility of the next innovation in meters: Advanced Metering Infrastructure (AMI).** With AMI, we would install collectors and repeaters in neighborhoods that would allow your water meter to constantly receive and send real-time data. Imagine using your smartphone or laptop to access AMI data that helps you monitor water usage, detect a leak or decrease drip irrigation due to a rainstorm!

CLICK

tucsonaz.gov/water

WATCH

youtube.com/tucsonwater

CALL

English & Español:
(520) 791-4331

TDD

(520) 791-2639

SCAN



August 2014 Main Water System Report

To ensure your water is clean, safe and secure, Tucson Water conducts approximately 14,500 individual tests a year on the water in the main distribution system – before it reaches your home. Test results for key parameters are reported by 10 water quality zones for a water distribution system that covers some 375 square miles.

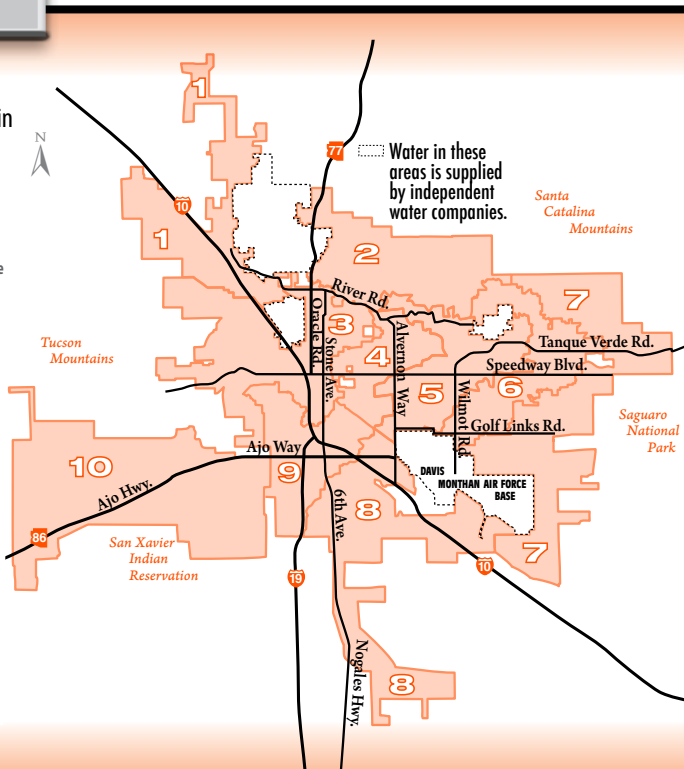
Main Water System

About 95% of the water we deliver comes from renewable supplies. These test results reflect the main distribution system, divided into 10 zones:

TEST RESULTS

Zones	Hardness (mg/L*) 84 SP	Sodium (mg/L*) 84 SP	Nitrate-N (mg/L*) 84 SP	Fluoride (mg/L*) 84 SP	pH Level (S.U.) 247 SP	Temperature (deg F) 247 SP
1	240	70	1.35	0.40	7.8	88.8
2	238	62	0.83	0.41	7.9	87.3
3	217	59	1.46	0.46	7.9	87.1
4	229	59	0.84	0.40	7.9	87.8
5	229	59	0.96	0.42	7.8	86.3
6	207	53	0.99	0.42	7.8	87.2
7	206	51	1.31	0.37	7.9	88.6
8	211	49	1.88	0.53	7.7	88.0
9	218	57	1.59	0.49	7.8	86.9
10	186	55	1.61	0.37	7.8	88.5
Avg	219	57	1.23	0.43	7.8	87.5

* mg/L means milligrams per liter 1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points



COLIFORM

The U.S. Environmental Protection Agency (EPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

EPA standards for positive samples

Positive results
247 samples



CHLORINE

